



FITNESS PASSPORT FAQs

What is Fitness Passport?

Fitness Passport is a discounted workplace health and fitness program available to you and your family. For a fraction of the price of a regular gym membership, our 400,000 plus members across Australia and New Zealand enjoy access to a wide range of gyms, pools & fitness centres as often as they like. Our purpose is to motivate Australians to participate in exercise by removing the barriers of cost and limited choice.

Who is eligible?

All permanent and fixed term employees are eligible. Employees will be required to register with their work email address and provide the employee number to verify the employment with the employer.

Can I have access to all the gyms listed if I sign up?

Yes, you can select either Gold membership or Silver membership. Gold membership gives you Australia-wide access and Silver membership gives you statewide access (varies in each state).

The gym I nominated at the survey stage is not listed. Why is this?

It means that either the facility didn't reach sufficient votes during the survey phase, or Fitness Passport hasn't been able to reach an agreement for them to be on the program. In some cases facilities are identified as "potential" whereby Fitness Passport will continue to negotiate with those facilities.

Please note: Voting for your gym does not automatically mean it will be added to the program. It must be sufficiently popular amongst staff, and the gym must also be willing to negotiate.

How do I get my digital card?

You will have a digital card (and those of applicable family members). It will be available to you by downloading the MyFP app, and once you have been approved by your workplace facilitator you can start accessing the facilities.

How do I access the gyms and pools?

Simply scan your digital card via the MyFP app when you visit the gym or pool. In some cases, you may be required to sign a manual sign in register at reception

Some gyms will issue you with one of their cards when you go. That gym card will then be the only card you need to access that facility from then on.

What do I do when I arrive at the gym?

You will need to show the staff your digital Fitness Passport card. They may ask for some details to set you up in their system if it's your first visit.

The gym I want to use requires me to purchase a fob/access key?

Some facilities require members to purchase a swipe key fob to gain access. This depends on the facility you attend but if it is required, it is a payment made directly to the gym. You can find out if your preferred facility requires the purchase of a fob via your relevant states' online portal.



I went to one of the gyms on the program and they said I had to pay a one-off membership fee. I thought the passport entitled me to free access?

In most cases it does. Some gyms on the program also ask for a membership fee irrespective of the fitness passport. Even if you pay this, you still receive a very large discount to standard prices. Please note – any extra payments made to the gyms are between you and the gym. Fitness Passport does not receive any commissions or the like and has nothing to do with these extra payments.

When can I start accessing the gyms?

The employees will have access to all facilities in the program once the program has been approved by Fitness Passport at the end of the sign-up phase and communicated through your employer. The first fortnightly payment will be processed on the same date.

How long is the contract period?

Fitness Passport membership has an initial minimum contract term of 12 months. Your membership will continue on after the 12 month period to a month by month option, unless you notify Fitness Passport that you wish to cancel. (The employee will need to provide 30 days notice.

Is it possible for a gym to not honor the fitness passport program?

If the gym or facility is on your Fitness Passport program or on the national program (should the member choose to join the Gold package) they will honor the program.

Can I upgrade or downgrade my membership?

You can upgrade from a single to family membership at any time by visiting the website. You can only downgrade from family to a single membership after the initial 12 month period is up. To do this you will need to go through the coordinator in your workplace.

I am not on my workplace's payroll system but I am contracted by an agency.

Can I be part of the program?

No. This program is only open to employees of the workplace that administers Fitness Passport for administrative purposes.

What happens if I leave my employer?

If the employee leaves the employer, they will lose the membership. It is employee's responsibility to notify Fitness Passport. Fitness Passport conducts the audit regularly to verify that the members are employed by employer (there is no cancellation fee if the employee leaves the employer).

Are exercise classes included?

Most exercise classes are included. Please check the [View Available Gyms](#) section to get more information.

I am not interested in going to the gym/pool but my partner is.

Can I just purchase a single membership for him/her instead?

No. You must purchase a family membership in order for your partner to use the program.

I live with my parents/siblings/grandparents/relatives/flatmates.

Can I put them on the program under a family membership?

No. The program is only available for employees, their partners and dependant children living at the same address.

My children live with me although we have alternative child care arrangements due to divorce/personal family circumstances. Can they still be on the program with my family membership?

If you can prove that your children do reside with you then yes (evidence may be in the form of school reports for example). If your children do not reside with you then they cannot be part of the program, they must be dependant and



live at the same address to be eligible.

My child is 23 and is dependant. Can I put him/her on the program under a family membership?

Yes. However, dependent children between 18-25 years old will cost an extra single memberships rate per week per child. The child must also reside at the same address and you may be required to show evidence of this.

Can I leave the program at any time?

You can leave the program any time after the first 12 months of signing up. After you sign up, you must stay with the program for a minimum of 12 months. (unless you have exceptional circumstances or pay a cancellation fee)

Number of weeks since start of contract	Single Membership	Family Membership	Single Plus*	Family Plus*
Week 3 - 13	\$225.00	\$275.00	\$275.00	\$325.00
Week 14 - 26	\$175.00	\$225.00	\$225.00	\$275.00
Week 27 - 39	\$125.00	\$175.00	\$175.00	\$225.00
Week 40 - 45	\$75.00	\$125.00	\$125.00	\$175.00
Week 46 - 50	\$25.00	\$50.00	\$50.00	\$75.00

If you leave your employment within this 12-month period then your membership will automatically expire.

What happens if I get injured and can't use the gym/pool?

If you are injured and have a doctor's certificate you can elect to postpone your membership. Cancellation will be at the discretion of Fitness Passport.

What happens if I go on maternity leave?

You can pay out the balance of your membership and continue to use the program while you are on leave. Alternatively, you can postpone your membership until you get back to work.

How are payments to Fitness Passport processed?

Membership fees are debited on a fortnightly basis (generally on the Friday). Fortnightly direct debit from a nominated bank account is the only payment option available.

How is my privacy protected?

Fitness Passport protects your information with the most up to date systems of data encryption and storage. We will not divulge your financial information to any third party without your express consent. Fitness Passport has a detailed Privacy Statement that's available on request.

I have read the FAQ's on the website, but still have a question. How can I find out more about my membership, or the fitness Passport program in my workplace?

Check the information that has been made available in your workplace regarding the program. Failing that, either your workplace facilitator will be able to answer most of your questions or please email Fitness Passport directly at info@fitnesspassport.com.au

